

Division of Import Operations

The Division of Import Operations (DIO) provides direction, assistance, management, and oversight of field import operations including investigational and compliance activities; serves as the Agency focal point for Headquarters/field relationships on all import programs operations, and problems; establishes field uniformity for import activities through adherence to procedural policies and operations automated systems; and establishes and oversees a field import quality control program. DIO develops and/or reviews Agency import policies, procedures, programs, and assignments, including the responsibility for issuing import informational directives (Import Alerts, Bulletins, etc.); develops and/or reviews laws and regulations involving imported products and procedures; and has primary responsibility for Chapter 9 of the Regulatory Procedures Manual.

Division Director: Vacant

Import Operations and Maintenance Branch Director: Elvia Cervantes

Import Program Development & Implementation Branch Director: John Verbeten

Location Address: 12420 Parklawn Drive
Room 3109 Rockville, MD 20857

General Phone: 301-796-0356

General Fax: 301-827-4086

Contact Information:

Email address for submitting general import operations and policy questions:

FDImportsInquiry@fda.hhs.gov

Email address for submitting change of address, import alert removal petitions, etc.:

ImportAlerts2@fda.hhs.gov

Inquiries related to a specific import entry are most appropriately routed to the district handling the entry. The Division of Import Operations does not exercise managerial control over individual districts, and will not instruct a district to release or otherwise process a specific entry in a particular way. If entry specific inquiries are routed to DIO, we will forward the inquiry to the district handling the entry.